

GOVERNMENT OF THE DISTRICT OF COLUMBIA



MEMORANDUM

TO: Adrian M. Fenty, Mayor
Dan Tangherlini, City Administrator

FROM: Kevin Donahue, CapStat Director

DATE: October 23, 2007

SUBJECT: Action Items from **DMV Customer Service Operations and REAL ID**

On October 23, 2007, Mayor Adrian M. Fenty conducted a **CapStat Accountability Session on DMV Customer Service Operations and REAL ID**. This memo identifies specific action items committed to during the session.

Department of Motor Vehicles

1. Identify benchmarks that compare DC's density of DMV locations to other cities of comparable size. **(Deadline: October 30, 2007)**
2. Propose budget enhancement to offer kiosk-based services. **(Deadline: FY09)**
3. Pursue policy of eliminating walk-in vehicle registration renewals. **(Deadline: January 23, 2008, but legislation may be needed)**
4. Look at inspection failure rates by model year and examine possible changes to the state implementation plan. **(Deadline: November 6, 2007)**
5. Produce recommendations regarding moving inspections to gas stations and eliminating safety inspection items. **(Jointly with: DDOE. Deadline: November 6, 2007)**
6. Produce recommendations on extending vehicle registration timeframes, including data on how long people hold on to cars. **(Deadline: November 6, 2007)**
7. Produce recommendations on inspection and registration to provide incentives to have newer taxis, and revise Title 31 taxi regulations. **(Deadline: November 6, 2007)**
8. Report unpaid tickets by home jurisdiction. **(Deadline: October 30, 2007)**
9. Provide recommendations on actions the District can take to increase collection of unpaid tickets. **(Deadline: November 6, 2007)**
10. Produce recommendations to eliminate inspection station budget deficit. **(Deadline: November 6, 2007)**

Office of Property Management

11. Provide timeline on identifying and securing a build-out or alternate site for Brentwood facility. **(Deadline: October 30, 2007)**

Anticipated follow-up CapStat: **To Be Determined**